



AltiConsole™

for AltiWare Open Edition (OE) Release 4.0

User Guide

Revised 09/2000 4502-0001-4.0

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Warranty

Coverage

AltiGen Communications warrants its hardware products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, AltiGen Communications will, at its sole option, repair, refund or replace the product with a like product.

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What the Warranty Does Not Cover

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2. Damage, deterioration or malfunction resulting from:
 - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b. Repair or attempted repair by anyone not authorized by AltiGen Communications.
 - c. Any damage of the product due to shipment.
 - d. Removal or installation of the product.
 - e. Causes external to the product, such as electric power fluctuations or failure.
 - f. Use of supplies or parts not meeting AltiGen Communications' specifications.
 - g. Normal wear and tear.
 - h. Any other cause which does not relate to a product defect.
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Attn.: RMA # 123
AltiGen Communications, Inc.
47427 Fremont Blvd.
Fremont, CA 94538
Upon authorization of return, AltiGen will decide whether the malfunctioning product will be repaired or replaced.
2. To obtain warranty service, you will be required to provide:
 - a. the date of purchase
 - b. serial number of the product
 - c. your name and company name
 - d. your shipping address
 - e. a description of the problem.
3. For additional information contact your AltiGen Dealer or AltiGen Communications, Inc. directly at 1-888-ALTIGEN (258-4436) or via e-mail at service@altigen.com.

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Warranty

Before You Begin

About AltConsole

AltConsole is an attendant console application for a client system or personal computer running Microsoft Windows 95/98/2000 or Windows NT (Server or Workstation) 4.0 with Service Pack 6a (or higher).

It connects to AltGen's AltServ, the telephony server, running **AltWare OE Release 4.0** or higher. AltConsole can simultaneously support up to three operators on the same AltServ system. However, you must purchase a user license for each user.

AltConsole provides the following call handling functions:

- Placing and answering calls
- Placing Calls on Hold
- Transferring Calls (Blind and Supervised Transfers)
- Transferring Calls to Voice Mail
- Transferring Calls to Auto Attendant
- Conference Calls (with up to six total parties)
- Parking Calls
- Accessing Overhead Paging, if that is available on your system

New in Version 4.0

- Incoming calls are displayed with the user name associated with DNIS/DID numbers, if the numbers are assigned. If there is no name assigned, the number itself is displayed.
- A trunk view displays the status of trunk lines, telling which are in use and by whom.
- Extension status views are updated for users logging on or off in real time and automatically.
- The Parked Calls list displays the name of the person who parked the call and the duration of the call park.
- Overhead paging can use a trunk line, if it's available and configured.

Functional Changes

In addition to new features, some existing functions have changed in response to user needs and requests.

- The **Hang Up** button can only disconnect calls on your extension.
- Call handling functions now operate on a currently connected call only, with the exception that Overhead Paging simply requires that you have a dial tone.
- When there is a Ringing status, you can now pick up both Ringing and Hold calls.
- The user's extension must be off hook to place a call.

Package Contents

The following items are included in the AltiConsole package:

- AltiConsole 4.0 CD ROM
- AltiConsole 4.0 User Guide
- AltiConsole End User License Agreement

Make sure you have all items listed above. If anything is missing or damaged, please contact your Authorized AltiGen Dealer.

System Requirements

The client system must meet the following minimum requirements:

- Windows 95/98/2000 or Windows NT 4.0 (Server or Workstation) with Service Pack 6a (or higher) installed.
- Intel 166 MHz or faster Pentium
- 30 MB available hard disk drive space
- 64 MB DRAM

Before You Install AltiConsole

- AltiWare OE Release 4.0 or higher must be installed on the AltiServ system to which the AltiConsole client will connect.
- In AltiAdmin, the user's extension should be configured to enable **Multiple Call Waiting** as an Answering option. Also, configure the extension's **Busy Call Handling** and **No Answer Handling**.
- The client system should be connected to the AltiServ system over the LAN.

Installing AltiConsole

1. Insert the AltiConsole CD into the CD-ROM drive.
2. Run the **Setup** program and follow the installation instructions as they appear on the screen.

Getting Started



In order to run AltConsole, AltServ server must be up and running. While AltServ is running, the data you see in your AltConsole windows is refreshed and updated. If AltServ is stopped in the middle of an AltConsole session, you will be prompted to close your session.

First Time Login

There is no formal login and password necessary in AltConsole. However, the first time you run the application, you need to let AltConsole know who you are:

1. Click the **Setup** button in the main window to open the Setup window.
2. In the **Attendant Extension #** box in the AltConsole Setup tab window, enter your extension number.
3. Click **OK**.

The next time you run AltConsole, it remembers whatever your extension setting was when you last exited.

Other AltServ Settings Apply to AltConsole

If you have configured your extension settings by way of other AltServ interfaces, those settings apply when you run AltConsole on your extension. For example, if you enable Hands Free Manual Answer Mode by pressing #82 on your telephone keypad, which allows you to answer calls leaving your phone off hook, that setting is active when you use AltConsole.

The Hands Free Manual Answer Mode is one setting you'll probably want to use in a busy environment. See the discussion on page 12.

About the AltiConsole Main Window

When you run AltiConsole, you see the main window, an example of which is shown here.

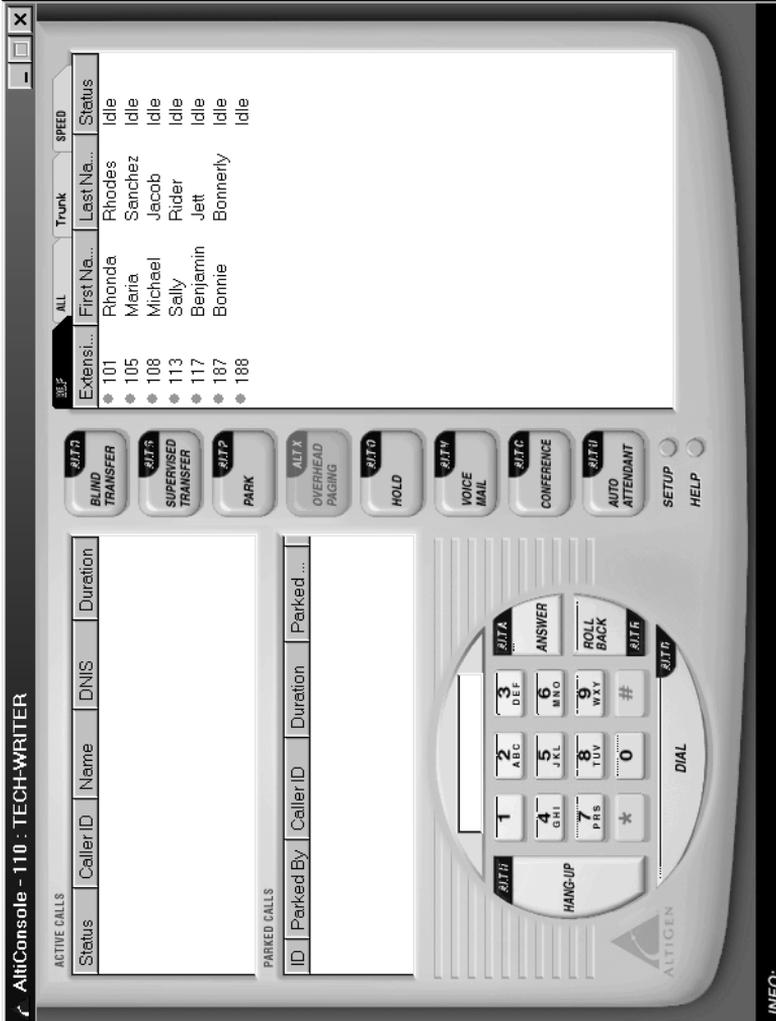
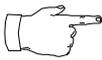


Figure 1. AltiConsole main window

The main window is composed of the following displays and buttons:

- The **title bar** displays your extension number.
- The **Info** line at the bottom displays information on the current action or about errors.
- The **Active Calls** panel shows the status and information about currently connected calls, including caller ID and DNIS information if available.

With the Multiple Call Waiting feature enabled for the your extension on the AltiServ, this panel can hold up to 50 concurrent calls.



The call states shown in the status column in the Active Calls and other views, are described on page 9.

- The **Parked Calls** panel shows for whom the call is parked, who parked it, and the call park ID, a unique number assigned to each call parked call that allows the user to pick up the right call.
- The **Dial Pad** provides answering and dialing functions. The Dial Pad is disabled when it is not available, for example, when you're connected to a call and haven't taken some action place it on hold.

The * and # keys are always dimmed because they are not supported in certain networking functions at this time.

The **Roll Back** button, unique to AltiConsole, has a “cancel and return” function. For example, clicking it will drop a Supervised Transfer or Conference Call attempt, and reconnect the original call.

- The **Call Handling** buttons provide options such as conferencing, transferring, hold and park.
- The **Setup** button accesses the AltiConsole Setup windows, and the **Help** button gets online help.
- The right portion of the AltiConsole desktop shows details view of different activities, each represented by a tab. These views are described in the subsequent subsections.



You can change views in this multi-view panel—jump from view to view—by right-clicking anywhere in the main window.

Busy Lamp Field View (BLF tab)

The panel at the right of the main window contains four tabs. The first tab is labeled **BLF**, or **Busy Lamp Field**. This display lists only *physical* extensions on the AltiServ system.

You can sort by any of the columns except the Status column by clicking the column heading. Clicking the heading repeatedly reverses the sort order from descending to ascending and vice versa.

Besides the extension and name of the extension user, this list displays the status of calls, which are described on page 9.

Further, at the left of each extension is a colored dot:

- a solid black dot means the extension is in a Do Not Disturb state.
- a solid green dot means the extension is Idle.
- a solid red dot means the extension is busy—off-hook or ringing.
- a red circle means the extension is On Hold.

All Extensions View (ALL tab)

The second tab in the panel at the right is labeled **ALL**.

This panel view displays *all* extensions—physical, virtual and workgroup pilots—in the AltiServ system.

In addition to the columns that are the same as that of the **BLF** tab described in the preceding subsection, an **Extension** column displays the type of extension: PH Physical, VR (Virtual), WG (Workgroup).

Also, the status column shows a **black circle** next to the extension number for workgroup pilot and virtual extensions.

Further, in this view, an **A** (for Attendant) appears in place of a dot to indicate your extension.

As with the BLF view, you can sort by any of the columns except the Status column by clicking the column heading. Clicking the heading repeatedly reverses the sort order from descending to ascending and vice versa.

Trunk Status View (Trunk tab)

The third tab in the panel at the right is the **Trunk** tab.

The Trunk view displays **Location** and **Status**. The *location* identifies the card ID and port (channel) number on the board. For example, in location 00:05, the card ID is 0 and the port number is 5.

The Status column states are described on page 9.

The dots at the left have the following meanings:

- A black circle means not ready.
- A green circle means idle.
- A red circle means the line is in use, off hook for some reason such as on hold, or in an error condition.

If all trunks are busy, the **Trunk** tab title will flash to notify the operator that no more trunks are available.

Speed Dial View (SPEED tab)

The last tab in the panel at the right is the **Speed** tab.

The Speed Dial view displays a list you can set up for speed dialing and speed transfers. It is similar to, but more functional than, the system or station speed dialing lists in Altiserv.

You can set up your Speed Dial list as described on page 22.

The columns information is the same as that in the **BLF** and **ALL** views above, but there is an additional dot indicator: a solid blue dot represents an outside line.

As with the BLF or All view, you can sort by any of the columns except the Status column by clicking the column heading. Clicking the heading repeatedly reverses the sort order from descending to ascending and vice versa.

Call States

The **Status** column appears in many of the AltConsole panels. The call states and their dot indicators [in brackets] can be one of the following. Generally stated, red means the line is being used; green means idle.

- **AA** (Auto Attendant) [a solid red dot]—a call being transferred to the auto attendant.
- **Busy** [a solid red dot]—the called party is busy.
- **Conferenced** [a solid red dot]—call participating in a conference call.
- **Connected** [a solid red dot]—a call that is connected to a call or extension.
- **Dial Tone** [a solid red dot]—the user’s extension is off-hook.
- **Disconnect** [a solid red dot]—a call is disconnected.
- **Error** [a solid red dot]—there is an error, usually with regard to the dialed number. You must hang up to clear this status.
- **Hold** [a red circle]—a call placed on hold by pressing the **Hold** button.
- **Hold Pend** [a red circle]—the status of a call placed on “temporary” hold during a call handling process using the **Call Handling Keys** (other than the **Hold** button). The icon for this status is a **red circle**.
- **Idle** [a solid green dot]—an extension with no current activity and available to make or receive calls.
- **In Use** [a solid red dot]—an extension that is busy or in an intermediate state (e.g. during a transfer).
- **Park** [a solid red dot]—a call that is parked, being parked or is in a Multiple Call Waiting queue.
- **Proceeding** [a solid red dot]—an extension setting up (dialing) a call.
- **Ringng** [a solid red dot]—an *incoming* call that is not yet answered.
- **Setup Call** [a solid red dot]—a call ready for transferring or conferencing.
- **VM** (Voice Mail) [a solid red dot]—a call transferred to or in voice mail.

Keyboard Shortcuts

General Tips

- You can type extension or phone numbers using the keyboard number keys or the number pad.
- Once you are in any of the panel views you can use the keyboard arrow keys to scroll through and select a desired call or extension.
- Clicking the **Roll Back** button with a number in the dial pad phone box selects the number for copying or deleting.

Specific Keyboard Shortcuts

| Call Handling Function/ Button ¹ | Keyboard Short Cut | Number Pad Short Cut ² |
|--|-----------------------|--------------------------------------|
| Hang-Up | Alt-h | . |
| Dial | Alt-d | Enter |
| Roll Back | Alt-r | - |
| Answer | Alt-a | + |
| Blind Transfer | Alt-b | / |
| Supervised Transfer | Alt-s | * |
| Park | Alt-p | |
| Overhead Paging | Alt-x | |
| Hold | Alt-o | |
| Voice Mail | Alt-v | |
| Conference | Alt-c | |
| Auto Attendant | Alt-u | |
| Clear Dialed Number | Delete | |

1. The limitations that apply to all calls also apply to these shortcuts: while connected to a call, you cannot place another call, but you can answer another incoming call. To place or answer a call, your phone must be off-hook.

2. To use the numeric keypad functions, the Num Lock must be on.

Mouse Shortcuts

You can use several mouse shortcuts. The limitations that apply to all calls also apply to these shortcuts: while connected to a call, you cannot place another call, but you can answer another incoming call. To place or answer a call, your phone must be off-hook.

- Double-click an extension in any list of extensions to call that extension.
- Double-click an incoming call (Ringing state in the Active Calls list) to answer it.
- Double-click a call on Hold (Hold state in the Active Calls list) to pick it up. You cannot pick up a call on hold while your phone is ringing.
- Double-click an incoming call to another extension to redirect it to your extension.
- While you're connected to a call, double-click another call to put the first call on hold and take the new one.
- If you double-click a call with the Hold Pend status, it is the same as clicking the **Roll Back** button. That is, this action cancels a Supervised Transfer attempt or a Conference attempt and reconnects you to the original call.

Handling Calls

A General Procedure

In general, the steps in handling a call in AltConsole are as follows:

1. *Select the call.*
2. *Select the operation* such as Blind Transfer, Park, Hold, etc.
3. *Select the destination* extension or outside number where the call should be sent.
4. Click the **Dial** button or press **Enter** on the keyboard.

Double-clicking the destination number in step 3 completes the action and eliminates the need for step 4. Some actions, such as conferencing, are somewhat more complex.

Hands Free Handling

You can perform the basic functions such as dialing and answering in AltConsole without having to pick up the phone. To do so, you must enable the **Hands Free Manual Answer Mode** (#82) for your extension. There are two different hands free methods:

- The receiver can be off-hook and the speaker phone turned ON, or
- You can use a headset with the speaker phone OFF.

In the hands free mode, you can answer calls using the **Answer** button or make a call using the **Dial** button, and you can use their keyboard shortcut equivalents.

If the hands free mode is off and you try to answer a call using the **Answer** button, or if you try to place a call using the **Dial** button, AltConsole will display an **Invalid Operation** error message in the **INFO** line.

Dialing

In the AltiConsole main window, you can dial as follows:

1. Type a number using the keyboard number keys or the numeric keypad, *or* click numbers on the dial pad, *or* select a number in one of the view panels (BLF, All, or Speed).
2. Click the **Dial** button, or press **Alt-d** or the **Enter** key on the keyboard.

The Double-Click Shortcut

If you're calling a number in one of the view panels (BLF, All, or Speed), *simply double-click the number.*

If the call is to an outside number, enter the entire phone number, including the trunk access code and area code if necessary.

Answering Calls

You can answer a call simply by picking up the receiver. Use the **Answer** button or double-clicking to answer calls *without* picking up the phone.

Answering Calls without Using the Phone Hand Set

If it isn't already enabled, turn on the Hands Free Manual Answer Mode as discussed on page page 12.

- When you get a ring, click the **Answer** button or press **Alt-a** on the keyboard or the + key on the numeric keypad to answer the call through the speaker phone or headset.
- To answer a call with the **Ringling** status in the **Active Calls** list, double-click it.

Answering Calls when You're Already Connected

If you take a Ringing call in the Active Calls list by double-clicking it while you are already connected to a call, that call is placed on hold while you connect to the new call.

Answering Calls to Other Extensions

You can take calls that were going to another extension under certain conditions:

You can't take a call to another extension if you have calls other than Hold calls in the Active Calls list. You have to deal with pending calls first.

You can take the call if it shows a Ringing status.

Use the **Answer** button, **Alt-a**, and the numeric keypad + key can also pick up calls ringing to other extensions.

To pick up a ringing call on another extension

Select the extension call in the **BLF/ALL/SPEED** panel view, then click the **Answer** button or press **Alt-a** on the keyboard; or, simply double-click the extension call you want to pick up.

Hanging-Up

Use the **Hang-Up** button, or alternatively, **Alt-h**, to disconnect a call without having to place the phone back on-hook.

The **Hang-Up** button does not disconnect calls on hold. If you want to disconnect a call on hold, select it in the **Active Calls** list and then click the **Hang-Up** button.

Hold and Hold Pending

You can place a call on hold in two different ways:

- Click the **Hold** button to put the call on hold until you click **Hold** again.
- Any time you use one of the other call handling functions such as Blind Transfer or Park, the call is put on Hold Pending (which appears as **Hold Pend**) until the call handling action is completed.
- A key difference between the types of Hold is that Hanging up will not disconnect a call on **Hold** but will disconnect a **Hold Pend** call.

You can only put a call on hold if you are Connected to it, and not while it is Ringing. Also, you cannot put active conference calls on hold, even if you are participating in the conference.

Calls on hold will ring back on your extension if they are not picked up with the time-out period set in the AltiWare Administrator.

To Place a Call on Hold

- While connected to a call, click the **Hold** button or press **Alt-o** on the keyboard.

The call is placed on hold and will hear music or recorded greetings (if it is configured in AltiServ) until it is picked up or you get a ring back.

To Pick-Up a Call on Hold

The call must have a **Hold** status in the Active Calls list.

- To pick up the call, Double-click it in the Active Calls list, or select it and click the **Hold** button, or select it and press **Alt-o**.

Transferring Calls

When You Can and Can't Transfer Calls

Transfer functions include blind and supervised transfer, transferring to an auto attendant, transferring to voice mail, and parking calls. These functions follow the following simple rules.

- With the exception of transferring to voice mail or auto attendant, the call to transfer must be **Connected** in the Active Calls list. If it's Ringing, double-click it to connect it.
If there is no selection and there is no currently connected call, the first ringing call is selected.
- You *can* transfer **Ringing** as well as **Connected** calls to voice mail or to an auto attendant.
- You cannot transfer calls with a **Hold** or **Hold Pending** status.
- You cannot transfer calls involved in a conference call, even if you are participating in the conference call.

Blind Transfer

Blind Transfer transfers an incoming call to an extension without your having to wait for the called party to answer. For limitations on this transfer, see the discussion, “When You Can and Can’t Transfer Calls” on page 15.

To Blind Transfer a Connected Call

1. Click the **Blind Transfer** button or press **Alt-b** on the keyboard.
2. Select the destination extension from one of the view panels (BLF/ ALL/SPEED) by clicking it, or simply enter the destination extension number in the Dial Pad.
If the transfer is to an outside number, enter the entire phone number, including the trunk access code and full number if necessary. To use *Centrex Transfer*, transfer the call using your desk set dial pad.
3. Click the **Dial** button or press **Enter** on the keyboard.
Double-clicking the destination extension number at step 2 eliminates this step.

Supervised Transfer

Supervised Transfer allows you to transfer a call to another extension after checking if the called party at that extension wants to receive the call. For limitations on this transfer, see the discussion, “When You Can and Can’t Transfer Calls” on page 15.

To Transfer a Connected Call

1. Click the **Supervisor Transfer** button or press **Alt-s** on the keyboard.
2. Select the destination extension from one of the view panels (BLF/ ALL/SPEED) by clicking it, or simply enter the destination extension number in the Dial Pad.
If the transfer is to an outside number, enter the entire phone number, including the trunk access code and full number if necessary. To use *Centrex Transfer*, transfer the call using your desk set dial pad.
3. Click the **Dial** button or press **Enter** on the keyboard.
Double-clicking the destination extension number at step 2 eliminates this step.

4. After connecting to the destination party, verify that the person wants to accept the call, and depending on their response, do one of the following:
 - If **yes**, click the **Supervised Transfer** button or press **Alt-s** on the keyboard again to complete the transfer.
 - If **no**, click the **Roll Back** button or press **Alt-r** on the keyboard to cancel the transfer and return to the original caller.

Transfer to Auto Attendant

You can transfer a connected or ringing call to any Auto Attendant as follows.

This function can make use of the default Auto Attendant which is described under “Configuring AltiConsole Settings” on page 21.

1. Select the Connected or Ringing call in the **Active Calls list**.
2. Click the **Auto Attendant** button or press **Alt-u**.
3. If you want to transfer the call to the default Auto Attendant, skip to the next step. If the Auto Attendant ID you want is different from the default, enter it in the **Dial Pad**.
4. Click **Dial** or press **Enter** on the keyboard.

Transfer to Voice Mail

You can transfer a connected or ringing call to the voice mail of any extension. If you do not select an extension, the caller is transferred to your own voice mail.

1. Select the Connecting or Ringing call in the Active Calls list.
If you do not select a call and then proceed with these steps, the currently connected call is selected by default.
2. Click the **Voice Mail** button or press **Alt-v**.
3. Select the voice mailbox for the extension to which you want to transfer. You can select the extension number from the **BLF** or **ALL** panel views or enter the number using the Dial Pad.
4. Click the **Dial** button or press **Enter** on the keyboard.
Double-clicking the extension in step 3 eliminates this step.

To Transfer Users to their own AltMail Voice Mailboxes

If a user calls in and wants to be transferred to his or her own voice mailbox, follow the “Transfer to Voice Mail” in the preceding subsection to transfer the user to their own voice mail.

In addition, inform the person to press the * key during the voice mail greeting to gain access.

The user is then prompted to enter a password or to press # to log into a different extension’s mailbox.

System Call Park

System Call Park allows you to park a call at a public *location*. The system announces where the call is parked—a location number for an extension. After a time-out period expires without the call being answered, your extension is rung to let you know the call is still parked. The time-out period is set in the AltWare Administrator.

Up to 100 calls can be parked simultaneously using System Call Park.

On the phone set, System Call Park is performed by entering **FLASH #41**.

For limitations, see the discussion, “When You Can and Can’t Transfer Calls” on page 15.

To Park a Connected Call

1. Click the **Park** button or press **Alt-p** on the keyboard.
2. Select the destination extension from one of the view panels (BLF/ALL/SPEED) by clicking it, or simply enter the destination extension number in the Dial Pad.
3. Click the **Dial** button or press **Enter** on the keyboard.
Double-clicking the destination extension number at step 2 eliminates this step.
The system automatically assigns an **ID** number to the parked call and lists the call in the **Parked Calls** panel.

Parked calls ring you back to you after a time-out period if a user does not pick up the call. The time-out period is set in the AltWare Administrator application. Remember to notify users of their parked calls periodically.

To Pick-Up a Parked Call

You cannot be currently connected to any other call when you pick up a parked call.

1. Click the **Park** button or press **Alt-p** on the keyboard.
2. Select the parked call from the **Parked Calls** list and click the **Dial** button.



Shortcut: Double-click the parked call in the **Parked Calls** list to immediately take the parked call.

Conference Calls

AltiConsole can provide for a connection of up to 6 parties into a conference call.

While you are participating in a conference call, you cannot handle other incoming calls other than transferring **Ring** calls to voice mail, to an Auto Attendant, or to an extension using **Blind Transfer**.

You cannot mix AltiConsole conferencing with phone set conferencing in the same conference session.

To Setup a Conference Call

While connected to the first conference participant other than yourself:

1. Click the **Conference** button or press **Alt-c** to call the second party.
2. Select the second party's extension number from the **BLF/ALL/SPEED** tab or enter the extension number using the **Dial Pad**.
To add an outside caller to the conference call, enter the full phone number, including trunk access code and area code, if necessary, using the **Dial Pad**.
3. Click **Dial** or press **Enter** on the keyboard.
Double-clicking an extension in step 3 eliminates this step.
4. After connecting with the second party and announcing the conference call, click the **Conference** button or press **Alt-c** to add the call to the conference.
If the party does not want to join the conference call or is not available, click the **Roll Back** button or press the **Alt-r** to cancel the operation and to the conference call.
5. Repeat the above steps for each party you want to add.

Overhead Paging

If your AltiServ is setup with an overhead paging system, you can connect to it by clicking the **Overhead Paging** button. If your system is not setup with this function, the **Overhead Paging** button is dimmed.

You cannot answer a call while engaged in an overhead page, nor can you place the overhead page session on hold.

Also, you cannot use overhead page during a conference call or during a supervised transfer.

You must have **Dial Tone** status in order to connect to overhead paging.

Overhead paging options are configured in setup. See “Configuring AltiConsole Settings” on page21.

To Connect to the Overhead Paging

1. Click the **Overhead Paging** button.
2. Make your announcement.
3. Click the **Hang-Up** button to end the session.

Configuring AltiConsole Settings

Click the **Setup** button at the bottom of the main window open the Setup windows where you can set your extension number, the default Auto Attendant, audio and popup behavior, the overhead paging connection and method, and your speed dial numbers.

In these windows, you can save your changes by clicking **Apply**, or you can save and close the setup windows by clicking **OK**.

Setting Your Extension Number

The AltiConsole Setup window is the default that you'll see after clicking the **Setup** button.

In this window, enter the *physical* extension number you want to use and click **Apply** or **OK**.

You can use a *physical* extension only. Although this physical extension can belong to workgroups (e.g. operator workgroup), AltiConsole will only display calls for the physical extension it controls, and not calls in queue for any workgroups that the physical extension may belong to. (However, once the call in a workgroup queue rings your physical extension, the call appears in AltiConsole.)

AltiConsole remembers the extension setting the next time you run it.

Setting the Auto Attendant Number

Click the **Auto Attendant Number** tab and select the Auto Attendant number to be used as the default to which callers are sent when you transfer a call to the Auto Attendant.

You can transfer individual calls to Auto Attendants other than this default, as described in “Transfer to Auto Attendant” on page 17.

Setting AltiConsole Behavior and Overhead Paging

Click the **General** tab to configure audio, video, and paging settings.

- Select the **Screen Pop** check box to have AltiConsole pop up when a call comes in.
- Select the **Audio Beep** check box to hear a beep when a call comes in.

- For overhead paging, select whether to send the output to an **audio output** (the same as pressing #44 on the phone pad) or to a **trunk line** (#45). If you select a trunk line, use the drop down list to select the trunk to be used for the overhead paging.



Overhead paging is configured in the Alticonsole Administrator. Check with your system administrator about the correct settings for these options in Alticonsole.

Setting Speed Call List Entries

Click the **Speed Call List** tab to work on Speed Call entries. This is the list that appears in the Speed panel view as described on page 8—you can dial or transfer to these frequently used numbers with a click of a button.

To add a number:

1. Click the **Add** button in the Speed Call List window to open a dialog.

The image shows a dialog box titled "Add Frequent Call Entry". It has three text input fields. The first is labeled "Entry Number:" and contains the text "915105555555". The second is labeled "Entry First Name:" and contains the text "Jamaal". The third is labeled "Entry Last Name:" and contains the text "Erikson". To the right of these fields are two buttons: "OK" and "Cancel".

Figure 2. Setup Window—Add Frequent Call Entry dialog

2. Enter the number, first and last name of the user, workgroup or external contact.
Outside phone numbers must include all necessary digits such as trunk access code, long distance prefix, area code, etc.
Entering first and last name is optional; it can help you identify the entry.
3. Click **OK**.

To edit a number:

1. Select the number in the Speed Call List window and click the **Edit** button to open an Edit dialog that has the same data boxes as the Add dialog example.
2. Modify the number, first name, or last name as needed. Outside phone numbers must include all necessary digits such as trunk access code, long distance prefix, area code, etc.
3. Click **OK**.

To delete numbers:

- To delete one number, select the number in the Speed Call List window, click the **Delete** button, and confirm your decision.
- To delete all the numbers—that is, to clear the list—click the **Delete All** button and confirm your decision.

Configuring AltConsole Settings

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